

Exhibit Services Manual
IOF REGIONALS 4TH ASIA-PACIFIC OSTEOPOROSIS MEETING
Hong Kong
12 – 15 December 2013



EXHIBIT SERVICES MANUAL

12 – 15 December 2013
Hong Kong Convention and Exhibition Centre
Hong Kong, China

TABLE OF CONTENTS

EXHIBITOR’S CHECKLIST.....	3
CONTACT LIST	4
EXHIBITION INFORMATION	6
VENUE SPECIFICATION AND FLOOR PLAN.....	8
EXHIBIT SERVICES & GENERAL INFORMATION.....	10
RULES & REGULATIONS	13
1. GENERAL RULES.....	13
2. ELIGIBILITY OF EXHIBITORS	13
3. LICENSING AND ALLOCATION OF EXHIBITION SPACE	14
4. EXHIBITION FEES	14
5. ADMISSION.....	14
6. OFFICIAL CONTRACTORS	14
7. SUBLETTING OF EXHIBIT SPACE AND PROHIBITED USES	14
8. EXHIBIT / EQUIPMENT ACCESS.....	15
9. STORAGE OF EXHIBITS.....	16
10. ELECTRICAL.....	16
11. STAFFING OF EXHIBIT	16
12. STAND BOUNDARIES AND DESIGN RESTRICTION	16
13. EXHIBITION BOOTH DISPLAY ACTIVITIES.....	16
14. PROMOTION(S) DURING THE SHOW.....	16
15. DISMANTLING OF DISPLAYS	17
16. BOOTH CLEANING	17
17. FOOD & BEVERAGES.....	17
18. PARKING WITHIN THE VENUE	18
19. LIABILITY AND SECURITY	18
20. FIRE REGULATIONS.....	18
21. INSURANCE.....	18
22. MISCELLANEOUS	19
23. RULES AND REGULATIONS OF HONG KONG CONVENTION AND EXHIBITION CENTRE	20
24. EXCLUSION OF LIABILITY	20
25. COMPLIANCE WITH LOCAL LEGISLATION.....	20
26. GOVERNING LAW	20
SHIPPING & FREIGHT HANDLING INFORMATION.....	21
EMERGENCY AND EVACUATION PROCEDURE.....	22
Exhibit Service Order Form.....	23

EXHIBITOR'S CHECKLIST

Please use the below checklist of forms to help you plan your work schedule and participation. Required forms must be completed, endorsed and returned by the deadline stated on the form.

Exhibitors who contract for space after the deadline are to return ALL forms immediately.

Order Form	Item	Deadline	Submit to	Check box (✓)
Form 1	Audio-Visual Rental Service	13 November 2013	Milton Exhibits (Official Stand Fitting Contractor)	
Form 2	Additional Booth Furniture Rental	13 November 2013		
Form 3	Booth Electrical and Lighting Service	13 November 2013		
Form 4	Booth Service Location Plan	13 November 2013		
Form 5	Temporary Field Staff Order	13 November 2013	International Conference Consultants Ltd. (Official Congress Organizing Agency)	
Form 6	Contractor Badges Form	28 October 2013		
Form 7	Booth Fascia Name	13 November 2013		
Form 8	Non-Official Contractor (Customized booth design)	28 October 2013		
Form 9	Indemnity Form	13 November 2013		
Form 10	Telecommunications Service	20 November 2013	HKCEC (Meeting Venue)	
Form 11	Booth Catering Order Form	29 November 2013		

Note: *Kindly submit all necessary forms by the deadlines stipulated to avoid incurring any late installation/order changes. These charges can range from 30% to 50% of the original cost.*

1. To expedite matters, please also enclose all necessary payments, samples, plans and other relevant materials to the appropriate party. **Services cannot be guaranteed for forms that are submitted after the stipulated deadline.**
2. Exhibitors who join the Exhibition after the deadlines stipulated are requested to submit all forms **immediately.**

CONTACT LIST

Services	Company's Name / Contact Person
Meeting Secretariat	International Osteoporosis Foundation T +41 22 994 0100 F +41 22 994 0101 Email: hongkong2013@iofbonehealth.org
Sponsorship Enquiries	Ms. Rhonda Ng IOF Asia Pacific Regional Coordinator T +65 6496 5508 F +65 6496 5599 Email: rng@iofbonehealth.org
Official Congress Organizing Agency <i>(Exhibition, sponsor arrangement and local arrangements)</i>	Ms. Candy Lai International Conference Consultants Ltd. T +852 2559 9973 F +852 2547 9528 Email: iofhongkong2013@icc.com.hk
Official Registration & Housing Bureau	MCI Suisse SA T +41 22 339 9594 F +41 22 339 9631 Email: iofhongkong2013.reg@mci-group.com

Services	Company's Name / Contact Person
Meeting Venue	Hong Kong Convention and Exhibition Centre (HKCEC) 1 Expo Drive Wanchai, Hong Kong, China T +852 2582 8888 F +852 2802 0000 Website: http://www.hkcec.com.hk/about-hkcec
♦ Internet and telecommunications	Contact: Mr. Leo Leung T +852 2582 7116 Email : leoleung@hkcec.com
♦ Food and beverage	Contact: Mr. Henry Wong T +852 2582 7942 Email : henrywong@hkcec.com
Official Stand Fitting Contractor	Milton Exhibits (Hong Kong) Limited Mr. Steven Wong T +852 3605 9659 F +852 3605 9459 Email: stevenwong@milton-hk.com OR Ms. Crystal Chan T +852 3605 9517 F +852 3605 9459 Email: crystalchan@milton-hk.com
Official Freight Forwarder	Kuehne & Nagel Limited Mr. Sunny Ling T +852 2823 7756 F +852 2527 7900 Mobile +852 9527 7900 Email : sunny.ling@kuehne-nagel.com

EXHIBITION INFORMATION

1. OFFICIAL EVENT NAME

IOF Regionals 4th Asia-Pacific Osteoporosis Meeting

2. OFFICIAL EXHIBITION OPENING DATES AND HOURS

Thursday	12 December 2013	19:00 – 20:30hrs
Friday	13 December 2013	09:00 – 18:00hrs
Saturday	14 December 2013	09:00 – 18:00hrs
Sunday	15 December 2013	09:00 – 14:30hrs

3. SITE OPERATIONS SCHEDULE

A schedule has been drawn up to avoid congestion and work hazards during the build-up period. Please adhere to the given timings for smooth operations. The Organiser reserves the right to refuse entry to any Exhibitor or contractor whose work is of disruption to the schedule below.

Please note that there will only be ventilation but not air conditioning during the set up / dismantling days.

Wednesday, December 11, 2013

10:00 - 15:00	Official contractor set-up
15:00 – 24:00	Non-official contractor set-up (For booths larger than 12m ²)

Thursday, December 12, 2013

09:00 – 17:00	Exhibitor set-up
17:00 – 19:00	Pre-opening Cleaning (exhibition hall closed)
19:00 – 20:30	Exhibition Opens

Friday, December 13, 2013

08:00 – 09:00	Exhibition Hall open to accredited booth personnel only for preparations
09:00 – 18:00	Exhibition Hall Open

Saturday December 14, 2013

08:00 – 09:00	Exhibition Hall open to accredited booth personnel only for preparations
09:00 – 18:00	Exhibition Hall Open

Sunday, December 15, 2013

08:00 – 09:00	Exhibition Hall open to accredited booth personnel only for preparations
09:00 – 14:30	Exhibition Hall Open
14:30 – 16:30	Soft Dismantling
16:30 – 22:00	Dismantling

Note: Above schedule is subject to change without prior notification

4. EXHIBITOR REGISTRATION

Exhibitor registration will be located on the Hall 5FG concourse of the HKCEC. To comply with safety regulations, meeting delegates, customers of exhibitors and the general public will not be granted access to the Exhibition Hall apart from the official opening hours.

5. EXHIBITOR ACCESS

Please note that all exhibitor personnel, agents and representatives will have access to the exhibition area and the Welcome Reception only.

6. EXHIBITOR BADGES

Exhibitors will be issued identification badges for admission purposes. To allow for flexibility, we will only print the company name on the exhibitor admission badges. Please refer to the below for the entitlement of complimentary exhibitor badges:

Booth Size	Complimentary Exhibitor Badges (Not allowing access to Scientific Sessions)	Complimentary Full Meeting Registration
9 – 15 m ²	2 badges	0 registration
16 – 30 m ²	3 badges	0 registration
31 – 45 m ²	4 badges	1 registration
45 – 61 m ²	5 badges	2 registrations
62 – 77 m ²	6 badges	2 registrations
> 77 m ²	8 badges	3 registrations

Additional badges for Exhibitor will cost at USD150 per badge. Please contact the **Official Registration & Housing Bureau (MCI Suisse SA, Email: iofhongkong2013.reg@mci-group.com)** should you require additional badges.

All Exhibitors, their staff, agents and representatives (including any contractors) are strictly required to wear official admission badges prominently above the waist at all times during set-up, dismantling and throughout the exhibition. For security reasons, only official badge holders will be allowed entry into the exhibition area.

The Organizers and the Official Congress Organizing Agency reserve the right to refuse admission to the exhibition to any visitors, exhibitors, or their agents and representatives who are regarded as unfit, intoxicated or in any way likely to create annoyance or disturbance in the exhibition area. This is at the sole discretion of the Organizers and the Official Congress Organizing Agency.

VENUE SPECIFICATION AND FLOOR PLAN

1. Venue Specification

Exhibition Venue	Hall 5F Hong Kong Convention and Exhibition Centre (HKCEC) 1 Expo Drive, Wanchai, Hong Kong (Please use Harbour Road Entrance)
Floor Loading	1700 kg / sq.m. (350lb / sq. ft.)
Ceiling Height	8.25 meters As ceiling rigging points are limited in the exhibition area, suspension of stand or light fittings from the ceiling of the exhibition venue will not be permitted unless prior approval in writing is obtained from the Organizers.
Stand Building Height	<p>Shell scheme booths – stand decoration, stand fittings or exhibits <u>should NOT</u> exceed 2.5 metres in height and <u>NOT</u> extend beyond the boundaries of the booth.</p> <p>Custom-built booths on ‘raw space’ – stand decoration, stand fittings or exhibits <u>should NOT</u> exceed 5 meters, and NOT extend beyond the boundaries of the booth. This includes company names and advertising material provided by the Exhibitor. Please submit booth layout plan, with dimensions no later than 28 October 2013 for approval by the organizers.</p> <p>A working platform should be used during the setup and dismantling of the exhibition booth when the height is over 2 meters.</p> <p>*All construction or installation that exceeds 3 meters in height is required to be approved and surveyed for structural safety by a Registered Structural Engineer. A safety Certificate issued by him/her must be submitted to Official Contractor before the exhibition opens to the public. All structures must be properly braced and supported to ensure stability and rigidity. Any construction or installation that is 4.5 meters or above in height shall also require an RSE with structural justification.</p> <p>For contact of Registered Structural Engineer or Authorized Persons, please refer to http://www.bd.gov.hk/english/inform/index_ap.html </p>
Lift Capacity and Maximum Weight	<p>Freight Lift: (W) 2.44m x (D) 4.17m x (H) 2.92m; 7,000 kg / 15,400 lbs</p> <p>Container Lift: (W) 4.5m x (D) 16.08m x (H) 4.5m; 45,000 kg / 99,000 lbs</p>

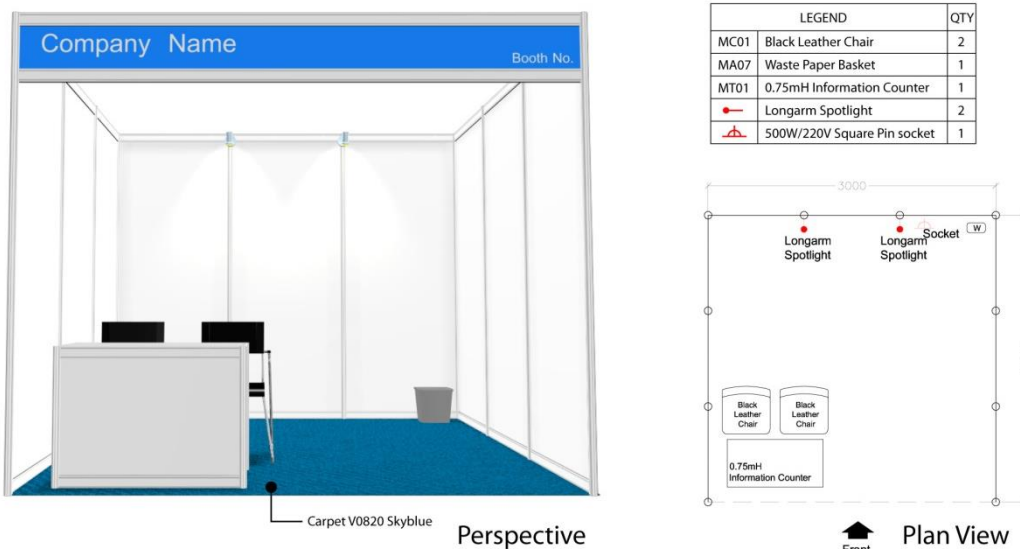
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Floor Finish	Fixings to the surface of the floor are strictly prohibited.
Electricity	Single-phase 220V \pm 6% (50 cycles per second AC supply)
Ventilation	Central air-conditioning system
General Lighting	Approx. 400 lux
Aisle Width	All aisles are a minimum of 2 metres wide
Parking	A public car-park is located between the Hong Kong Convention and Exhibition Centre and the Grand Hyatt Hong Kong.
Loading Area	For cargo truck: please use the “Harbour Road Entrance Loading Dock” (at Basement 1, access from Convention Avenue) and take Cargo Lifts # 7-10 for direct access to the Hall 5F. Please display the vehicle pass on the windscreen. Lifts # 01-02 are reserved for the Official Stand Fitting Contractor and the Official Freight Forwarder.

EXHIBIT SERVICES & GENERAL INFORMATION

1. STAND-FITTING REGULATIONS AND SPECIFICATIONS

The shell scheme booths are constructed by the Official Stand Fitting Contractor, **Milton Exhibits (Hong Kong) Limited**, appointed by the Organizers. The shell scheme booth units are 3 meters x 3 meters (Total of 9 square meters / 10 by 10 feet)



General package for stand-fitting booth includes the following

- 3 side (2.5m high) system constructed wall panels or 2 sides (2.5m high) system constructed wall panels for corner booths.
- Fascia board with company name and booth number (Maximum 25 Characters of English lettering)
- 1 x Information counter
- 2 x Black leather chair
- 2 x Longarm Spotlights
- 1 x 500W Socket with electrical power (for one electrical appliance)
- 1 x Waste Paper Basket
- Carpet for the booth area

No financial credit will be given by the Official Stand Fitting Contractor for any package item not utilized.

2. BOOTH FASCIA NAME (STANDARD SHELL SCHEME)

Fascia signage is included in the exhibition package. The fascia board will be erected across the front side of your stand as per diagram above. Exact wording of the Exhibitor's company name is to be supplied on **FORM 7 – Booth Fascia Name**. Exhibitor may use the same form to indicate inclusion of the corporate logo on the fascia, but this is subjected to additional cost. **ALL Exhibitors** need to complete and return the form to the **Official Congress Organizing Agency** by **13 November 2013**.

3. WALLING

All walls are white laminated panels of 1m width (W) and 2.5m height (H) each. Exhibitors are not allowed to make alterations to the structure of the stand/booth or remove any integral parts from it on their own. Any damage caused to the panel(s) will be charged to the Exhibitor.

Exhibitors wishing to remove or change the location of any standard equipment (e.g. spotlights) within the booth should indicate clearly on the **Form 4 – Booth Service Location plan** and forward it together with clear instructions to **Milton Exhibits** before **13 November 2013**.

Caution: No tape, nail or fixture of any kind is allowed to be affixed to the partitions, floor, ceiling or fascia. Exhibitors using adhesive tape/stickers to temporarily adhere materials to the booth panels will be held responsible for removing the tape/stickers without damage to the panels. Exhibitors are liable to any damage caused to their booth fixtures, fittings at the fair.

ALL Exhibitors must complete **Form 9 – Indemnity Form** and return to the **Official Congress Organizing Agency** before **13 November 2013**.

4. ADDITIONAL FURNITURES, ELECTRICAL FITTINGS AND PLANTS

Additional furniture (shelves, showcases, tables, chairs, etc.) or electrical fittings/services (fluorescent tubes, spotlights, power sockets, extended electricity supply etc.) may be ordered at the Exhibitor's expense from the Official Stand Fitting Contractor.

For rental of additional Audio-Visual Equipment, please complete **Form 1 – Audio-Visual Rental Services** and return to **Milton Exhibits** by **13 November 2013**.

For rental of additional furniture, please complete **Form 2 – Additional Booth Furniture Rental** and return to **Milton Exhibits** by **13 November 2013**.

For rental of electrical fittings, please complete **Form 3 – Booth Electrical and Lighting Service** and return it to **Milton Exhibits** by **13 November 2013**.

For rental of plants and flowers, please contact Mr. Steven Wong from Milton Exhibits directly for information.

5. LIGHTING

Two (02) 100W longarm spotlights will be provided. For additional lighting, please complete **FORM 3 – Booth Electrical and Lighting Service** and return to **Milton Exhibits** by **13 November 2013**.

6. ELECTRICITY

6.1 Electricity from the mains, batteries or generators should be supplied only through the Official Stand Fitting Contractor. Wiring of booths, installation of light fittings and small power sockets, and hook up of machines shall also be carried out by the Official Stand Fitting Contractor.

6.2 For safety reasons and for protection of the sophisticated electrical installation system at the Hong Kong Convention and Exhibition Centre (HKCEC), all power main installations from the supply sources (floor pits, columns and/or overhead bus ducts) to the designated locations (exhibition booth) must only be carried out by HKCEC's authorized electrical contractors.

6.3 Each Exhibitor booth comes with one (01) no. 13Amp/230V single-phase power socket. For additional electricity requirement(s), please complete **FORM 3 – Booth Electrical and Lighting Service** and return to **Milton Exhibits** by **13 November 2013**.

7. INTERNET

Free Wifi services are available at the HKCEC. Telephone/fax/data lines, if required by the Exhibitors, are supplied at additional cost to the Exhibitors by the HKCEC. Please complete **Form 10 – Telecommunications Service** and return it to the **Hong Kong Convention and Exhibition Centre** by **20 November 2013**.

8. BOOTH BUILDING

Exhibitors and their contractors must take note and adhere to the timings for the build-up and breakdown periods stated in the Event information when preparing and constructing their stands and exhibits displays. Extensions are subject to extra costs and approval by the venue owner.

9. STAND CONTRACTORS

- 9.1 The Organiser had appointed **Milton Exhibits (Hong Kong) Limited** as the Official Stand Fitting Contractor for all Shell Scheme Package stands. However, Exhibitor can also choose to employ a contractor of his/her choice to construct stand interiors or any free-standing displays and fitments which is subject to prior approval by the Organizer.

Exhibitors who prefer to employ their own stand contractors must complete the **Form 8 – Non Official Contractor Form** and return to the **Official Congress Organizing Agency** before **28 October 2013**.

For Contractor badges, please complete **FORM 6 – Contractor Badges Form** and return it to the **Official Congress Organizing Agency** by **28 October 2013**.

- 9.2 All Exhibitors should ensure that their stand contractors are familiar with and follow the rules and regulations contained in the Technical Manual. Any breach of the regulations may result in the stand having to be dismantled and removed at the Exhibitor's expense. Any damage to the HKCEC flooring found within the exhibitor's booth area is the liability of the exhibitor.

- 9.3 No additional fittings or displays, including additional name boards, covers, logos, balloons, etc, are to be attached, nailed, screwed or drilled to the Shell Scheme stand structure and the structure of the exhibition hall and any part of the building. If this instruction is ignored, the Exhibition Stand Contractor reserves the right to charge the Exhibitor or contractor concerned for any damages to his material. The Official Stand Fitting Contractor may provide assistance in hanging or displaying exhibits on the stand structure whenever possible. Please approach them for a quote if you require their services.

- 9.4 Contractor passes issued to the contractors and their workmen are only valid during the built-up and tear down days for the purposes of construction and dismantling.

10. CUSTOM-BUILT BOOTHS ON 'RAW SPACE'

- Plans and design proposals for custom-built booths are required to be submitted in duplicate to the **Official Congress Organizing Agency** for approval by Hong Kong Convention and Exhibition Centre no later than **28 October 2013**. The scale of drawings submitted shall not be less than 1:100 of full dimensions given and must contain floor plan, stand elevation, telephone, electrical fittings, colors and materials to be used, any audio-visual equipment to be used. The booth decorative/constructive materials must be covered by fire retardant materials.
- For special booth designs, a surveyor report and loading test report must be provided to ensure safety. Please provide safety certificate from a Registered Structural Engineer (RSE) for any structure exceeding 3m in height and a certificate from an AP/ Registered Structural Engineer (RSE) with structural justification for any structure of 4.5m or above to the Official Stand Fitting Contractor prior to the exhibition opening to the general public.
- Supply of electricity and all electrical works at 'raw space' booths shall only be carried out by the Official Stand Fitting Contractor at the exhibitor's expenses. Exhibitors wishing to order these services should complete **Form 3 –Booth Electrical and Lighting Service** and return it to the **Milton Exhibits** by **13 November 2013**, together with design plans or proposals for electrical installation for approval by Hong Kong Convention and Exhibition Centre.

RULES & REGULATIONS

1. GENERAL RULES

- 1.1 The Exhibitor agrees to abide by all rules and regulations established or adopted by the Organizer and the Official Congress Organizing Agency in the best interests of the exhibition. Please take note that there are rules and regulations pertaining to electricity, use of stand and safety, stand construction and shell-scheme booths as detailed in the exhibitor manual, to be observed by the Exhibitor.
- 1.2 The Organizer and the Official Congress Organizing Agency reserve the right at any time to alter or remove exhibits or any part thereof, including printed materials, products, signs, lights, or sound, and to expel Exhibitors or their personnel, agents or representatives if, in the Organizers' opinion, their conduct or presentation is objectionable to other participants of the Exhibition.
- 1.3 The Exhibitor shall abide by the rules and regulations of the exhibition venue - Hong Kong Convention and Exhibition Centre - which are deemed to be integral parts of and incorporated into the Exhibitor Service Manual conditions. In the event of conflict between the provision of such rules and regulations and the Exhibitor Service Manual conditions, the Exhibitor Service Manual conditions shall prevail. A copy of the rules and regulations of the Hong Kong Convention and Exhibition Centre are available from the Official Congress Organizing Agency on request.
- 1.4 The Organizer and the Official Congress Organizing Agency reserve the right to interpret, alter and amend any of these conditions and to issue additional rules and regulations at any time they consider necessary for the orderly operation of the exhibition. All interpretations of these conditions and any additional rules and regulations by the Organizer and the Official Congress Organizing Agency shall be final.

2. ELIGIBILITY OF EXHIBITORS

- 2.1. An Exhibitor can be a company, institution or government. The Organizer and the Official Congress Organizing Agency may require Exhibitors to produce a copy of their business registration certificate, certificate of incorporation or other registration document at any time.
- 2.2. The Organizers and the Official Congress Organizing Agency have absolute discretion in the admission of Exhibitors. Until an exhibition booking form has been accepted and acknowledged in writing by the Organizers and the Official Congress Organizing Agency, no rights to exhibit are granted notwithstanding payment or acceptance of fees submitted with the application.
- 2.3. The exhibition space is licensed strictly to the Exhibitor for trade and/or promotion purpose only for the duration of the Exhibition. The Exhibitor is required to use the exhibition space allocated in a manner satisfactory to the Organizer. The Organizer reserves the right to clear all or part of the exhibition space allocated to the Exhibitor at the Exhibitor's expense without notice should they not be satisfied with the way the exhibition space is being used.

3. LICENSING AND ALLOCATION OF EXHIBITION SPACE

- 3.1. All reservations of exhibition space shall be made on the prescribed exhibition booking form and shall be submitted to the Official Congress Organizing Agency with the required payment. Reservation shall be subject to the acceptance by the Organizer and the Official Congress Organizing Agency who reserve the sole right to accept or refuse any submission without having to provide any reasons thereof.
- 3.2. Exhibitors may indicate their preferences of stand location to the Organizers and the Official Congress Organizing Agency. However, the Organizers and the Official Congress Organizing Agency shall have the exclusive right to allocate space in accordance with the nature of exhibits or in any manner they deem fit and proper. The Organizers and the Official Congress Organizing Agency reserve the right to alter or change the space assigned to the Exhibitor at any time prior to the construction of the Exhibitor's stand; and to undertake other structural alterations as they deem fit and proper. Such changes shall be at the discretion of the Organizer and the Official Congress Organizing Agency and the Exhibitor shall have no claim for compensation as a result of such changes. Written notification of any changes will be sent to the exhibitor prior to the exhibition.

4. EXHIBITION FEES

Payment shall be made according to the schedule as stated in the exhibition booking form and invoice issued by the Official Congress Organizing Agency. Failure to pay the fees by the due date may render the space reservation liable to forfeit.

5. ADMISSION

The Organiser shall have sole control over all admission policies at all times. Any person visiting the exhibits or attending any function of the Meeting will be required to register and wear an appropriate badge while in attendance. The Organiser reserves the right to refuse admission or remove any person without giving a reason. This also applies to build-up and dismantling periods.

6. OFFICIAL CONTRACTORS

The Organiser has appointed Official Contractors for various services to ensure a more efficient and regulated build-up and dismantling. Please refer to **CONTACT LIST** for details. The services of the Official Contractors are for the convenience of Exhibitors, and the Organizer will accept no liability in respect of any contract between Exhibitors and such contractors for negligence or default of any such persons, their servants and agents.

7. SUBLETTING OF EXHIBIT SPACE AND PROHIBITED USES

Exhibitors are prohibited from assigning or subletting a booth or any part of the space allotted to them. Exhibitors cannot exhibit or permit any merchandise or advertising materials to be exhibited in their space that are not a part of their own regular products

8. EXHIBIT / EQUIPMENT ACCESS

Cargo consigned to the exhibition site should NOT arrive at the exhibition area earlier than 11 December 2013 (the first day of the set-up period). Exhibitors, their agents or contractors are responsible for the early installation of their heavy or large exhibits according to the Site Operations Schedule. When stand structures are erected, it may not be possible to move-in / install heavy and large exhibits that arrive late.

The arrangement and payment for transporting goods to the venue, receiving goods as they arrive, and decorating exhibits, is entirely the responsibility of the Exhibitor. The Organizers and the Official Congress Organizing Agency take no responsibility for any damages incurred to exhibits during transportation and set-up.

Exhibits should not be sent to the Exhibition venue until the allocated booth is ready. Exhibitors should arrange a representative to be at the booth to receive goods as they arrive. The Organizers and the Official Congress Organizing Agency will not accept or sign for any goods, exhibits or other materials on behalf of Exhibitors.

Loading Dock and Service Road Directions

The vehicles or van are required to access from Convention Avenue (Access to Phase 1), please refer to the map below for the exact location.



Access to Loading Dock Regulations

The following regulations must be complied with while at the loading dock:

Exhibitors will be given a certain amount of vehicle passes. All the drivers entering the loading dock must present the vehicle pass at the windshield of the vehicle. The vehicle pass is restricted for access only to the loading area for pick up and drop off.

* ONE vehicle pass represents ONE vehicle eligible for accessing the loading area. Private cars are not allowed to enter the loading area.

As vehicle enters the marshaling area, dock control staff from HKCEC will check the validity of vehicle pass before admitting vehicle in.

The vehicle pass will be checked and stamped at Marshaling Area entrance and collected at exit (It cannot be reused)

A 45-minute loading /unloading limit applies to all vehicles in the loading area. Vehicle must be removed immediately after unloading to allow other vehicle's access.

9. STORAGE OF EXHIBITS

Under no circumstances will the Organizers and the Official Congress Organizing Agency be responsible for receiving or storing any exhibit or booth material. Space is extremely limited at the HKCEC and the Exhibitors need to make direct arrangements with their own agents for the storage, transportation, set-up and removal of exhibits, packaging and promotional material.

The Official Freight Forwarder can offer the above service at the Exhibitor's own cost.

10. ELECTRICAL

Only the Exhibition Stand Contractor is allowed to carry out electrical installation work connecting to the main source at the exhibition. All electricity supplied to the stand will be switched off from source 30 minutes after the exhibition closes daily. 24 hours electricity supply is available by prior arrangement with the Official Stand Fitting Contractor at least a month before the event. **Such supplies cannot be arranged at short notice.** The Organiser reserves the right to disconnect the electrical supply to any installation, which in the opinion of the electrician, is dangerous or likely to cause annoyance to visitors or other Exhibitors.

The 13amp / 15amp electrical power outlets **are strictly for single exhibit/machinery usage only.** The **use of multiple socket outlets is strictly prohibited to avoid** any overloading as this may lead to a trip in the incoming power supply and cause inconvenience to other Exhibitors. Power outlets are not to be used for lighting purposes. All lighting connections (including lights brought in by exhibitors) will be charged accordingly to the number of tubes or bulbs lighted on the stand. Exhibitors are encouraged to use bulbs of higher voltage (maximum 100 watt) wherever possible.

11. STAFFING OF EXHIBIT

Exhibits must be staffed and operational at all times during exhibit hours. Exhibits must remain intact and staffed until official close at 16:30hrs on 15 December 2013.

Exhibitor may consider hire temporary staff for their booth. If required, please complete **Form 5 – Temporary Field Staff Order Form** and return to the **Official Congress Organizing Agency** by **13 November 2013.**

12. STAND BOUNDARIES AND DESIGN RESTRICTION

Exhibitors may not place any display materials or exhibits, nor extend their stand structures and fittings, beyond their contracted boundary. The exhibit will be charged for any infringement of this rule, and the Organiser reserves the right to remove the infringement.

13. EXHIBITION BOOTH DISPLAY ACTIVITIES

No exhibitor may operate in a way that violates the rights of another exhibitor. Exhibits must not project beyond the space allotted, and may not obstruct the view or interfere with the traffic of other exhibits. All exhibits are to be conducted in a dignified manner. No soliciting of attendees in the aisle or high-pressure sales pitches of any kind is permitted. Demonstrations and the distribution of literature and samples should take place inside the assigned table top area. Any demonstrations at the booth that emit sound must be stopped immediately if deemed disruptive to other exhibitors in the exhibition hall. Booth areas are to be kept clean and in good order. No part of any exhibit, or signs relating thereto, shall be posted, nailed or otherwise attached to columns, walls, floors or other parts of the facility, in any way. Damage arising from failure to observe these rules shall be payable by the exhibitor.

14. PROMOTION(S) DURING THE SHOW

Exhibitors are not allowed to place stickers, signs or posters anywhere in the exhibition halls other than within their own stand and on paid advertising poster sits and billboards. Similarly, exhibitors' representatives are not permitted to distribute any publicity materials, souvenirs and the likes along gangways, near the entrance / exits and other public areas of the exhibition venue. Non-exhibitors are prohibited from displaying or promoting their activities anywhere in the exhibition and may be asked to leave, unless permission is granted from the Organiser.

Publicizing before or during the exhibition, the sale of a limited quantity special edition at the exhibition venue, without obtaining prior approval from the Organizers and the Official Congress Organizing Agency, is strictly prohibited. The Organizers and the Official Congress Organizing Agency reserves the right to terminate the Exhibitor's participation if the Exhibitors conduct activity, which in the opinion of the Organizers, interferes with the rights of other Exhibitors at the exhibition.

15. DISMANTLING OF DISPLAYS

No packing of equipment or materials will be permitted until the exhibition ends officially at 14:30hrs on 15 December 2013. All exhibits, stand fittings and other materials brought into the halls for an exhibit including materials scrapped at the close of the exhibit floor, must be removed from the halls by the owners in sufficient time by the end of the event.

The removal and disposal of stand fittings or materials are not covered by the rental. Exhibitors should make direct arrangements with their own agents or the Official Freight Forwarder for the transportation and removal of exhibits at the Exhibitor's own cost.

Any exhibits or stand material left behind at the exhibition venue which are not disposed of by the Exhibitor, will be disposed of by the Organizer and/or the Official Congress Organizing Agency at the expense of the Exhibitor concerned.

All Exhibitors, their staff and contractors are strictly required to wear official name badges at all times during move-in and move-out. Non-badge holders will not be admitted under any circumstances.

During move-out, at least one of the Exhibitor's personnel must be present on or in the vicinity of the stand.

16. BOOTH CLEANING

During the build-up and dismantling periods, exhibitors and/or appointed contractors are responsible for the removal of stand construction debris and rubbish. All aisles must be left clear. During the exhibition days, the Organizer will provide general cleaning of the stand carpets and gangways daily. It is the exhibitors' responsibility to maintain the cleanliness of their stand at all times.

All debris and carpets must be cleared by the Exhibitors and/or their contractor by 18:00hrs on 15 December, 2013. Failure to do so may result in the contractor and/or Exhibitors being liable for service fees incurred. Exhibitors who are likely to have substantial quantities of waste materials for set-up and removal, either during or at the end of each day, must inform the Official Congress Organizing Agency in advance so that necessary arrangements may be made, for which a charge may be raised.

17. FOOD & BEVERAGES

According to the rules and regulations of the Hong Kong Convention and Exhibition Centre (HKCEC), HKCEC has the exclusive right to sell or distribute in the Centre all food and beverages, confectionery or any other consumable refreshments. No person shall distribute or give away any item of food or drink not supplied by the HKCEC unless expressly appointed for the purpose in writing by the HKCEC in advance as its lessee, franchisee or concessionaire on such conditions as the HKCEC may see fit except in the case of the distribution of gifts, and then only to the extent that the amounts distributed or given away shall not be likely, in the HKCEC's opinion, to have significant effect on its sale of food or drink. Where in the opinion of the HKCEC such distribution of gifts shall have a significant effect on its sale of food or drink, the HKCEC at its own discretion may nevertheless permit the distribution of gifts on the term that the HKCEC will be entitled to charge the Exhibitor such sums as shall be determined by the HKCEC as constituting the loss of profit occasioned to it in consequence of the distribution of the gifts by the Exhibitor.

In addition, the Food and Environmental Hygiene Department, Government of the Hong Kong Special Administrative Region have set forth very strict rules and regulations relating to sale of food in Hong Kong. Any food, whether imported or locally produced, intended for sale in Hong Kong shall comply with local rules, regulations and laws. Related ordinance and regulations can be purchased from Government Publication Centre or downloaded from the website http://www.cfs.gov.hk/english/food_leg/food_leg.html

If you wish to order any food and beverage at your stand, please directly contact the Hong Kong Convention and Exhibition Centre, or fill in and return **Form 11 – Booth catering order form** to HKCEC by **29 November 2013**.

18. PARKING WITHIN THE VENUE

A public car-park is located between the Hong Kong Convention and Exhibition Centre and the Grand Hyatt Hong Kong. **NO parking is provided within the Convention Centre.**

19. LIABILITY AND SECURITY

Each exhibitor must make provisions for safeguarding goods, materials, equipment and displays at all times. Please do not leave any valuables in your exhibit table top area unattended. Perimeter security service will be provided by the Organizer for the exhibit period, but neither the Organizer nor the Hong Kong Convention and Exhibition Centre will be responsible for loss of any material or for any cause. The exhibitor assumes the sole and exclusive responsibility for all liability, losses, claims, suits and demands whatsoever related to, or on account of, any injury or death, or damage to property (including the exhibit hall), however occurring, related to or arising from the acts of the exhibitor, his or her employees, agents licensees or contractors. The exhibitor agrees to indemnify and hold harmless the Organizer and the Hong Kong Convention and Exhibition Centre from and against any and all liability, losses, claims, suits and demands which may arise from or be asserted in connection with the foregoing undertakings, activities and responsibilities of the exhibitor.

20. FIRE REGULATIONS

All fabric and plastic exhibit table top material must be fire retardant. Oil cloth, tarpaper, nylon, certain plastic or other materials that cannot be made flame retardant are prohibited. No open flames are permitted without a fire department permit or venue approval. The Organizer reserves the sole and exclusive right to alter the exhibition hall layout as it deems necessary to comply with local and building fire regulations. Any gas or steam caused by equipment on exhibit that may be damaging to health or cause any other damage must be evacuated through adequate piping. To set-up these installations, depending on their locations, prior authorization from the technical services of the Organizer will be required.

Exhibitors, who because of the nature of their exhibits require a special type of fire extinguisher, must make arrangements at their own cost for the provision of such equipment.

Hong Kong Convention and Exhibition Centre is a Non-smoking premise. Smoking is strictly prohibited on the premises at all times.

21. INSURANCE

Exhibitors are advised to insure their exhibits, property or articles of any kind against all risk and have third-party insurance taken out to cover their representatives or agents on duty. The exhibitor shall insure against, Indemnity and hold the Organizer harmless in respect of all costs, claims demands and expenses to which the Organizer may be in any way be subject as a result of any loss or injury arising to any person (including members of the public, the Organizer's staff, agents or contractors), or property howsoever caused as a result of any act or default of the exhibitor, his servants, agents or contractors or Invitees. If the Organizer demands, the exhibitor shall provide proof to the Organizer that the exhibitor has adequate insurance cover.

The Exhibitor will be liable for any damage caused to floors, carpeting, walls, columns, standard booth equipment, or to another Exhibitor's property. No signs or other articles are to be fastened to the Exhibition Venue walls, fixtures, or electrical equipment.

22. MISCELLANEOUS

USE OF MUSIC

Any musical performance, including the use of recorded music for a demonstration or as background music, requires permission from either The Composers and Authors Society of Hong Kong or the Phonographic Performance (South East Asia) Ltd.

COPYRIGHT ISSUES PERTAINING TO EXHIBITS

The Exhibitor should warrant that all exhibits and publicity materials or any other part of the display on the stand do not in any way whatsoever violate or infringe any third party's rights including all intellectual property rights i.e. trademarks, copyright, designs, names, and patents whether registered or otherwise.

FILMING AND BROADCASTING

No Exhibitor should engage in or permit filming, sound recording or video recording, telecasting and broadcasting at the exhibition venue unless approved in advance and in writing by the Organizers and the Official Congress Organizing Agency.

Exhibitors should not give any interview, public announcement, press statement, or any other publicity whatsoever intended to publicize the exhibition as a whole without prior written consent of the Organizers. Exhibitors should not disclose any technical or confidential information regarding the business or affairs of the Organizers or any of the Exhibitors.

The Organizers and the Official Congress Organizing Agency shall not be responsible for any error or omission relating to the Exhibitor, its equipment, products or services in the listings in any publicity materials and publications.

INTELLECTUAL PROPERTY RIGHTS

The Organizer and the Official Congress Organizing Agency have the right to request Exhibitors to remove exhibits, which are alleged to be violating intellectual property rights. Any possible legal consequence as a result will have to be borne by the Exhibitors concerned.

MOVING/WORKING EXHIBITS

Precautionary measures such as security guards or other means of protection must be taken to protect the public from any moving/working exhibits. Details of such working/moving exhibits must be submitted to the Organizers and the Official Congress Organizing Agency for prior approval.

Work of any kind carried out at the exhibition venue must conform to the current local regulations in Hong Kong and those specified by the Organizers and the Official Congress Organizing Agency. This applies to the Exhibitor, its agents, contractors and subcontractors. The Organizers and the Official Congress Organizing Agency reserves the right to stop any work which contravenes any of these regulations and the Exhibitor should have no claim against the Organizers and the Official Congress Organizing Agency for any other losses or damages.

AUDIO-VISUAL EQUIPMENT

When using audio-visual equipment at the exhibition booth, please be aware that visitors and adjacent exhibitors should not be inconvenienced in any way. This can be achieved by:

- Never face a monitor directly onto the gangway.
- Using and positioning speakers in a sensible way so that noise levels will be kept to a reasonable volume.

Any demonstrations at your table that emit sound must be stopped immediately if deemed disruptive to other exhibitors in the exhibition hall.

23. RULES AND REGULATIONS OF HONG KONG CONVENTION AND EXHIBITION CENTRE

The Exhibitor should observe and comply with all applicable rules and regulations of the Hong Kong Convention and Exhibition Centre, copies of which are obtainable from the Official Congress Organizing Agency on request.

24. EXCLUSION OF LIABILITY

All opinions expressed and technologies presented in the Exhibition are those of the original authors and Exhibitors. They do not necessarily represent the official opinions of the Organizer and the Official Congress Organizing Agency.

The Organizers and the Official Congress Organizing Agency shall not be responsible in any manner whatsoever for the consequences of any introduction or commercial transaction made during or as a result of the exhibition.

25. COMPLIANCE WITH LOCAL LEGISLATION

Any Exhibitor who takes part in the exhibition must comply with the relevant rules, regulations and the laws of Hong Kong; and shall be solely responsible for observing and complying with the same for obtaining all consents, approvals, authorities, licenses and the like as may be requisite to its participation in the exhibition.

26. GOVERNING LAW

These Conditions shall be governed by and constructed in all respects in accordance with the laws of Hong Kong and the Exhibitor irrevocably submits to the non-exclusive jurisdiction of the Hong Kong Courts.

SHIPPING & FREIGHT HANDLING INFORMATION

The Organizer had appointed Kuehne & Nagel as the Official Freight Forwarder of the Congress. Please read through the Exhibition guideline carefully and return the required forms before their respective deadlines. For Enquiries, please contact the following:

Kuehne & Nagel Limited

KN Expo Service

Hong Kong

Mr Sunny Ling / Hkg-OM

Direct: +852 2823 7756

Fax: +852 2527 7900

Mobile: +852 9622 3280

Email: sunny.ling@kuehne-nagel.com

Please note that shipments from Exhibitors can ONLY be delivered to HKCEC on 11 December 2013.

EMERGENCY AND EVACUATION PROCEDURE

FIRE EMERGENCY

IF YOU DETECT FIRE OR SMOKE

- Activate the nearest fire alarm if possible and safe to do so
- Leave the area of a fire immediately by the nearest exit (emergency exits marked in green); do not use lifts
- Close doors behind you
- Leave the HKCEC, if necessary, by the nearest exit (emergency exits marked in green); do not use lifts.

IN CASE OF A FIRE ALARM

(1) IF YOU HEAR A FIRE ALARM

- Remain calm and alert, prepare to leave the HKCEC.
- Resume to normal activities once fire alarm is stopped

(2) IF YOU HEAR A FIRE ALARM EVACUATION ANNOUNCEMENT OR INSTRUCTION

- Leave the HKCEC via the nearest exit (emergency exits marked in green); do not use lifts
- If you encounter smoke in the stairway, use alternate exits where available
- Do not attempt to remove vehicles from parking garage or loading docks
- Follow announcements over the public address system or instructions by HKCEC staff and/or fire/police officials.
- Once outside the HKCEC, stay clear of the HKCEC and Convention Plaza complex do not return until conditions are declared safe to do so by HKCEC management or fire/police officials

MEDICAL EMERGENCY

IN CASE OF A MEDICAL EMERGENCY

- Dial emergency number for Security Control Room “33” from the closest house phone or call 2582 7162 (24 hours)
- Give exact location
- Give detailed information when possible of the situation concerning injuries and the cause of any injuries
- Remain in contact with HKCEC staff until emergency personnel have arrived.

Exhibit Services Manual
IOF REGIONALS 4TH ASIA-PACIFIC OSTEOPOROSIS MEETING
Hong Kong
12 – 15 December 2013

EXHIBIT SERVICE ORDER FORM

→ Please refer to separate files at the folder.